Last Updated: 10/02/2020

Contact Tracing Supervisor

Quick Reference Guide

Missouri DHSS Department of Health and Senior Services

MO ACTS

Missouri's Advanced Contact Tracing System

Contents

Missouri DHSS Department of Health and Senior Services

MO ACTS
Missouri's Advanced Contact Tracing System

Introduction

- Welcome to the **Missouri Advanced Contact Tracing System (MO ACTS)** powered by Salesforce!

- Your role as a Contact Tracer Supervisor enables our team of Contact Tracers to gather information about the transmission of COVID-19, help the people that have been exposed, and ultimately contain this deadly disease.

- Included within this guide are a set of step by step job aids for key supervisor processes and activities in MO ACTS.

- Thank you for being part of the solution. We couldn’t do this without you!

Job Aid

- Support Tips for Logging In to MO ACTS and Amazon Connect

Missouri DHSS Department of Health and Senior Services

MO ACTS
Missouri's Advanced Contact Tracing System

Log In to MO ACTS and Amazon Connect

MO ACTS REQUIREMENTS

Make sure the system requirements below are met by your computer:

- **Operating System:** Windows 7 or MacOS El Capitan or newer
- **Strong Internet Connection**
- **Google Chrome as your web browser** (Firefox is an alternative browser option)
  Need help setting Chrome as a default browser? Reference this helpful article.

LOG IN

- Use the **MO ACTS Log In Guide** to access your account, and help others troubleshoot first-time and day-to-day log in.

MO ACTS SUPPORT TIPS

Here are some support tips to apply when troubleshooting MO ACTS access issues:

❑ Check the user's **browser**
- MO ACTS will work best in a **Google Chrome** browser.
- If Chrome is not an option, users should use **Firefox**

❑ Check the user's **URL**
- The URL for the production environment of MO ACTS is **https://moct.my.salesforce.com/**
- The URL could include other words (like lightning), but should only have **moct** – not mocttrng or other combinations
- For instructions on how to save this link as a favorite, click here

❑ Check the user's **log in credentials**
- The user ID will follow the format **EmailAddress.moct**
- If the user is not sure what their user ID is, they should look for an email from **support@salesforce.com**

Continued on next page

Support Tips

AMAZON CONNECT SUPPORT TIPS

Here are some support tips to apply when troubleshooting Amazon Connect access issues:

❑ Check the user's **browser**

- Your Amazon Connect softphone will work best in a **Google Chrome** browser.
- If Chrome is not an option, users should use **Firefox**

❑ Confirm the user has **plugged their headset into the computer**

- A red error indicating that the browser cannot access the microphone will appear until the browser is given permission to access the microphone
- Plugging a headset in to the same device the user is accessing MO ACTS from will trigger the browser to request permission to access the microphone – at which point, the user should select **allow permission** in order to place outbound calls from MO ACTS through Amazon Connect

❑ Confirm that the pop-ups are **enabled** (click here for instructions)

- Make sure these two URLS are listed to Allow Pop-Ups
  MO ACTS: https://moct.my.salesforce.com/
  Amazon Connect: https://moprodconnect.awsapps.com/connect/login

❑ Clear the user's cache in case they formerly blocked pop-ups or disallowed the microphone access

Refer to this article for more details on using your microphone in Chrome.

Job Aid

Contact Case Quick Facts

MO ACTS

Missouri's Advanced Contact Tracing System

Contact Case Quick Facts

Contact Case Visibility

Contact outreach visibility for records in MO ACTS has been set up as follows:

- **LPHA Contact tracers and supervisors** can see and edit all cases assigned to their jurisdiction's queue or a user in their jurisdiction(s)
    - If a user is assigned to more than one jurisdiction (i.e. the jurisdiction has data sharing agreement with another jurisdiction) they will have the ability to see multiple jurisdiction groups and see, Contact to COVID-19 case records for each jurisdiction group in which they are assigned. Contact Tracers will be able to view their primary jurisdiction in a list view as well as view additional secondary jurisdictions they're assigned to in separate list views (pre-pended with 'Cross Jurisdiction').
- **LPHA Contact Tracers and supervisors** won´t be able to see any cases outside of their assigned jurisdiction(s)
- **DHSS users** will have access to edit all cases in all jurisdictions

Contact case status definitions

- A contact case record in MO ACTS has a **Status** to represent the stage of outreach in the contact tracing process.
- Every contact case record in MO ACTS will be placed in one of the following Statuses:

The definition of each status includes:

- **Awaiting Outreach**: A contact case that has not yet had any attempted outreach completed and may be owned by a queue or user.
- **Outreach Underway:** A contact case that may be owned by a Contact Tracer or Queue and where initial outreach calls or attempts have taken place.
- **Monitoring & Support:** A contact case for which an initial outreach call and assessment has been successfully completed. The quarantine and monitoring process is in progress.
- **Closed:** A contact case that has been successfully monitored and released from quarantine.

Job Aid

How to Use Existing Contact Case List Views, Queues & Assignment

Missouri DHSS Department of Health and Senior Services

MO ACTS Missouri's Advanced Contact Tracing System

How to Use Existing Contact Case List Views, Queues & Assignment

Search for a case

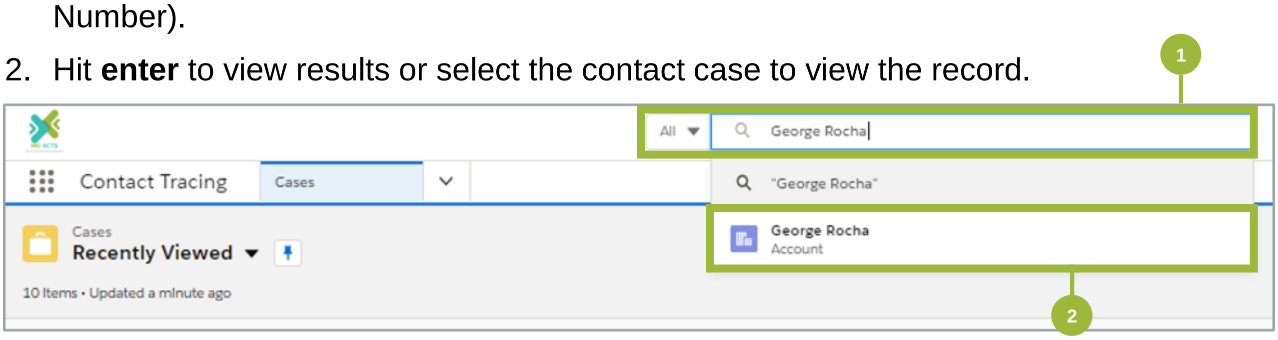
MO ACTS users are able to search for a case using this functionality and are able to view the searched fields in Global Search Results.

Options to search for a specific contact case in MO ACTS include:

- **Global Search**
- **Contact Case tab - List Views & Queues**

Global Search

1. Enter the contact case you are searching for in the **Global Search bar.** You may search by any field on the record (e.g., Contact Case Name, EpiTrax CMR Number).
2. Hit **enter** to view results or select the contact case to view the record.



Contact Case tab - List Views & Queues

- **Definitions:**
- **List views** allow you to view and filter information for contact cases, which are owned by MO ACTS users (e.g., contact tracers).
- **Queues** contain contact cases which do not yet have an owner and must be accepted.

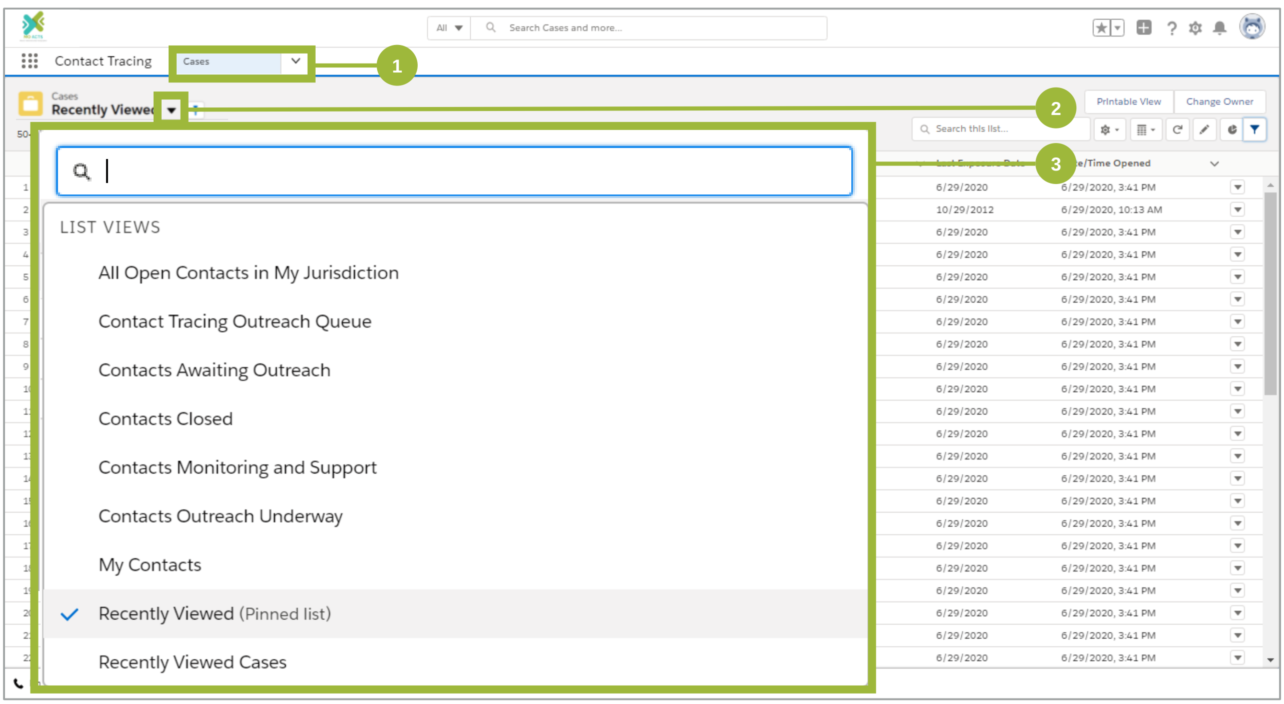
How to Use Existing Contact Case List Views, Queues & Assignment

Search for a case

Contact Case tab - List Views & Queues (Continued)

View available list views and queues by following the steps below:

1. Select the Contact **Case's tab**.
2. Click on the **dropdown arrow** next to the current list view title to view all available list views and queues.
3. All existing list views and queues are displayed.



How to Use Existing Contact Case List Views, Queues & Assignment

List view/queue overview & definition

Included below is a table with all the existing views and their corresponding descriptions:

- **Top Views**

Queue / List view	Description
Contact Tracing Outreach Queue	Displays all contact cases in MO ACTS, owned by the Contact Tracing Outreach Queue (not yet owned by a Contact Tracer), and that are set to Awaiting Outreach status.
Contacts Awaiting Outreach	Displays all contact cases in MO ACTS that are set to the Awaiting Outreach status, including those owned by Contact Tracers who have attempted outreach, however, have not yet completed the first outreach call.
Contacts Outreach Underway	Displays all contact cases in MO ACTS that are set to the Outreach Underway status.
Contacts Monitoring & Support	Displays all contact cases in MO ACTS that are set to Monitoring & Support status.

- **Additional Views**

Queue / List view	Description
Recently Viewed or **Recently Viewed Cases**	Displays all contact cases recently viewed by you.
All Open Cases in My Jurisdiction	Displays all contact cases in all stages (Awaiting Outreach, Outreach Underway, Monitoring and Support) and owned by anyone in your jurisdiction.
Contacts Closed	Displays all contact cases in MO ACTS that are set to the Closed status.
My Contacts	Displays any cases where you are set as the Case Owner across all statuses.

Note: Contact Tracers will be able to view their primary jurisdiction as well as additional jurisdictions they're assigned to (e.g. jurisdictions with data sharing agreement) in separate list views pre-pended with 'Cross Jurisdiction'.

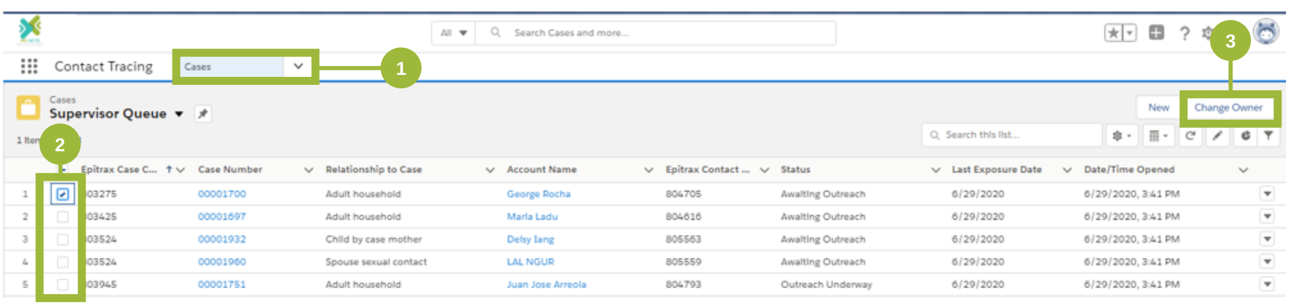
How to Use Existing Contact Case List Views, Queues & Assignment

Re-assign a contact case to another queue or user

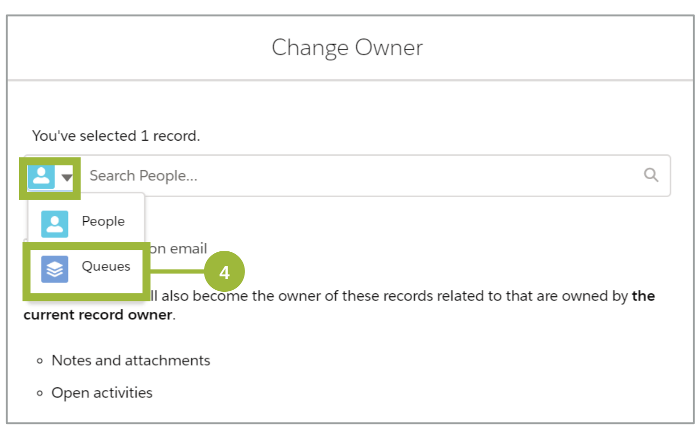
At times, you may need to re-assign a contact case to be a different user or queue.

Re-assign to Another Queue

1. From the Contact **Case tab**, select the **list view or queue** you wish you view.
2. Click the **checkmark(s)** next to the box(es) of the contact case(s) you wish to re-assign to a different user or queue.
3. Click **Change Owner**.



4. A new window will open. Select **Queues** from the dropdown.

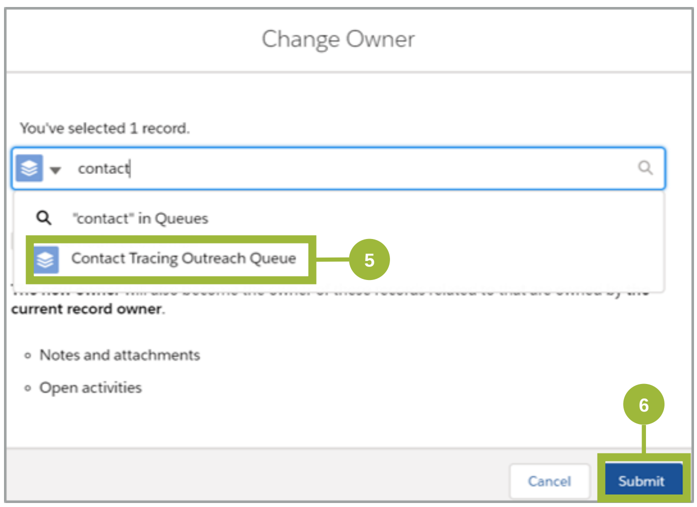


How to Use Existing Contact Case List Views, Queues & Assignment

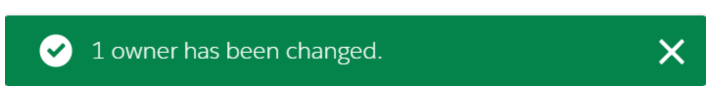
Re-assign a contact case to another queue or user

Re-assign to Another Queue (Continued)

5. Search for the **Queue** you wish to transfer the contact case to in the field and select the **Queue Name** from the dropdown.
6. Click **Submit**.



7. A message appears to indicate the case ownership has successfully updated.

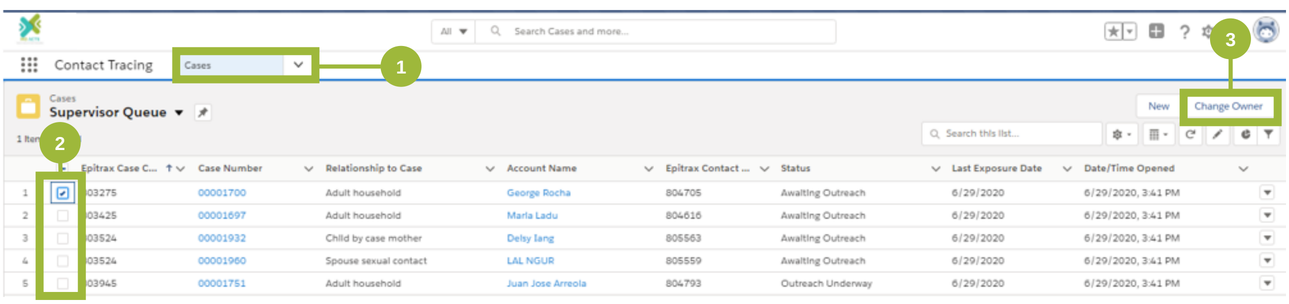


How to Use Existing Contact Case List Views, Queues & Assignment

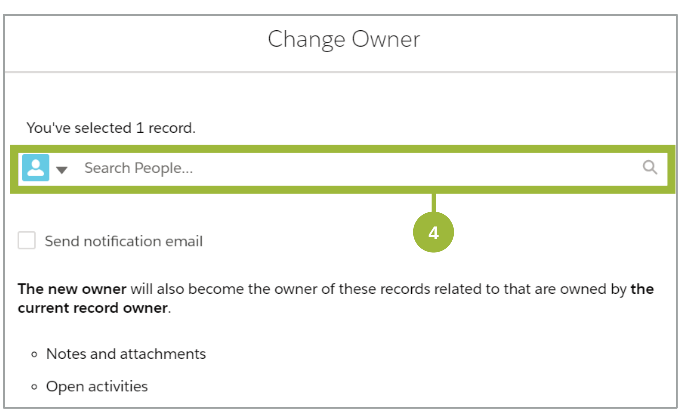
Re-assign a contact case to another queue or user

Re-assign to Another User

1. From the Contact **Case tab**, select the **list view or queue** you wish you view.
2. Click the **checkmark(s)** next to the box(es) of the contact case(s) you wish to re-assign to a different user or queue.
3. Click **Change Owner**.



4. Type the **Username** you wish to transfer the contact case to in the **Search** bar.

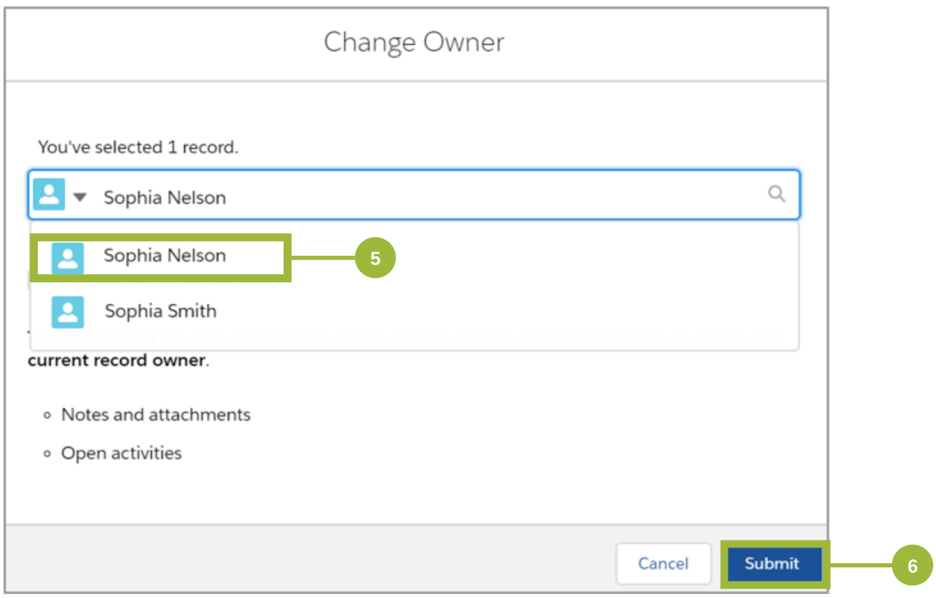


How to Use Existing Contact Case List Views, Queues & Assignment

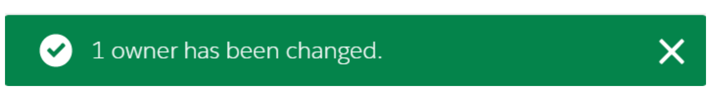
Re-assign a contact case to another queue or user

Re-assign to Another User (Continued)

5. Select the correct **Username**.
6. Click **Submit**.



7. A message appears to indicate the case ownership has successfully updated.



Bulk Contact Case Actions

Bulk Re-assign a Contact Case to another queue or user

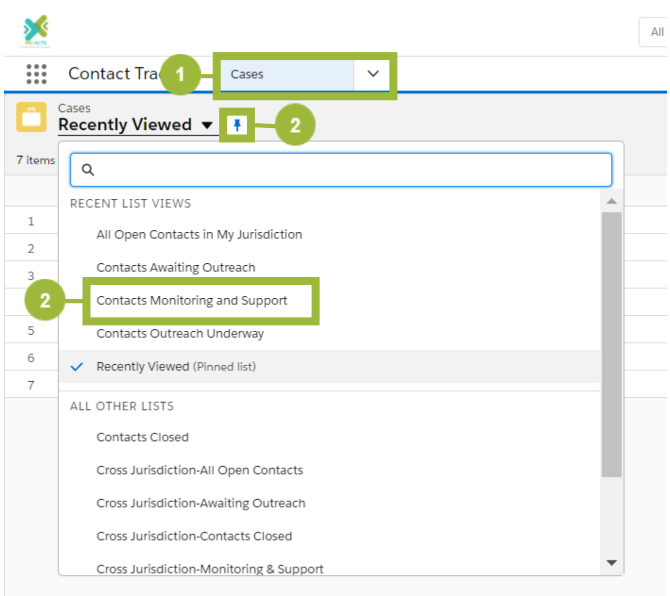
Re-assign Contact Cases in Bulk

Contact Tracers can mass reassign Contact to COVID-19 cases. This will allow a contact tracer to reassign their contact cases to someone else, a supervisor to assign contact cases to individual contact tracers, or a contact tracer to reassign contact cases to a different jurisdiction's queue. This functionality allows you to reassign up to 200 cases at a time.

Note: If a user is actively in the Contact to COVID-19 Case record making updates and their case is reassigned before they save their changes, they will no longer have access to the case and they will get an error message when they try to save their changes.

Below are the steps to reassign a case in bulk.

1. From the home screen, navigate to the **Cases tab.**
2. From the **Cases tab**, click the drop-down arrow and select an appropriate list view (e.g. Monitoring and Support).

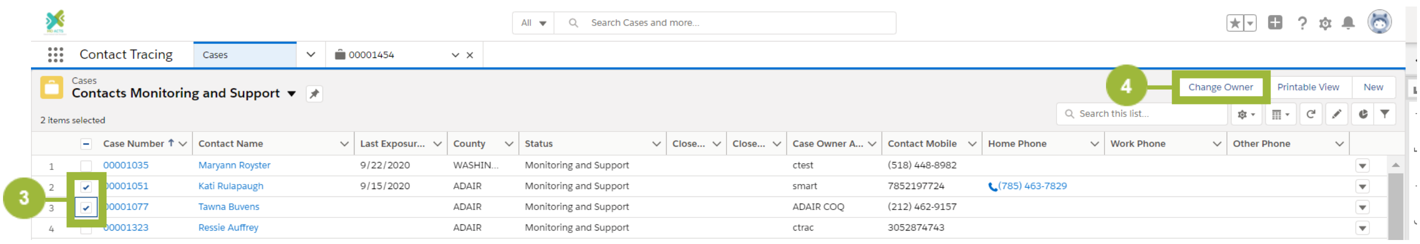


Bulk Contact Case Actions

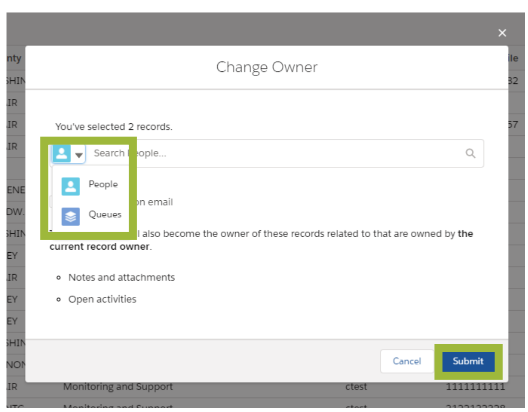
Bulk Re-assign a Contact Case to another queue or user

Re-assign Contact Cases in Bulk (continued)

3. Once the list view opens, select the cases you wish to reassign by clicking to the left of the case number in the checkbox.
4. Click the **Change Owner** button.



5. You can now either choose to select a **Queue (jurisdiction)** or a **Person** to reassign the case to.
6. Click **Submit.**



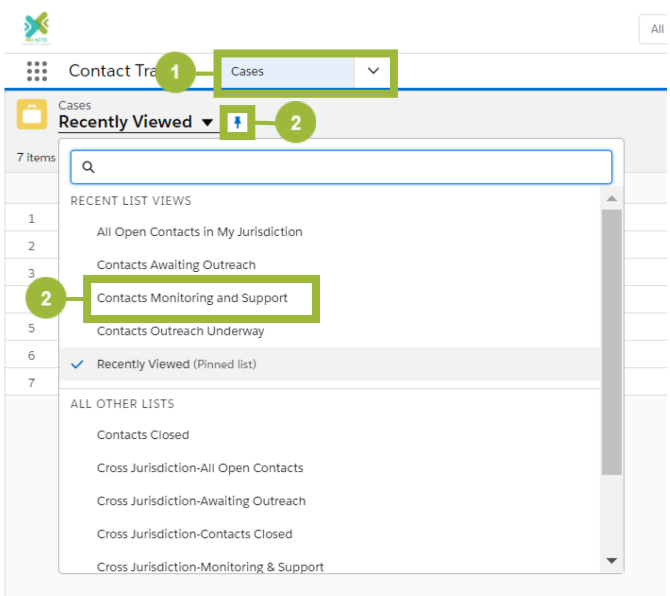
Bulk Contact Case Actions

Closing Cases in Bulk

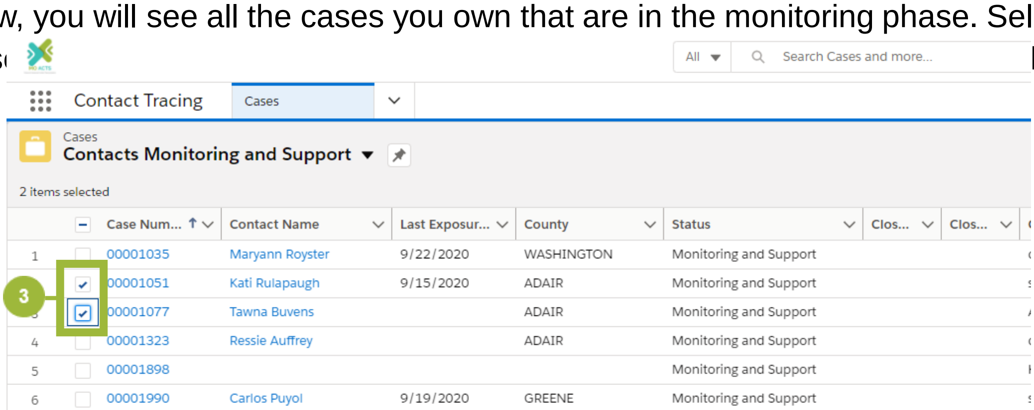
Close Contact Cases in Bulk

Contact Tracers now have the ability to close cases in bulk. This new functionality allows for you to close up to 200 cases at a time. Below are the steps to close a case in bulk.

1. From the home screen, navigate to the Cases tab.
2. From the cases tab, click the drop-down arrow and select an appropriate queue (e.g. Monitoring and Support).



3. Now, you will see all the cases you own that are in the monitoring phase. Select the cas kbox.



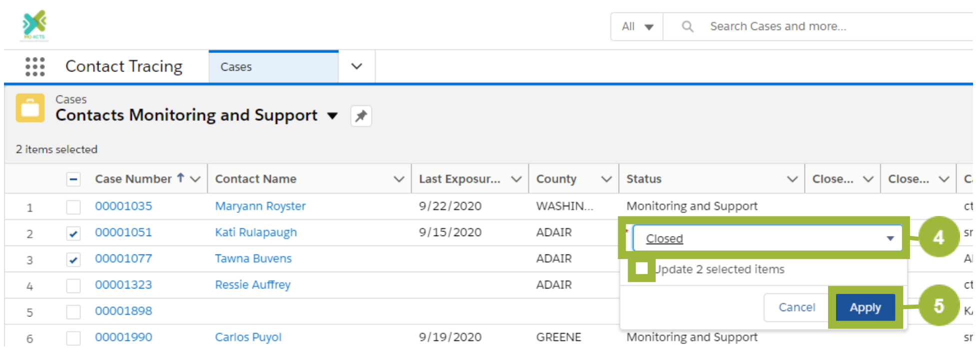
Bulk Contact Case Actions

Closing Cases in Bulk

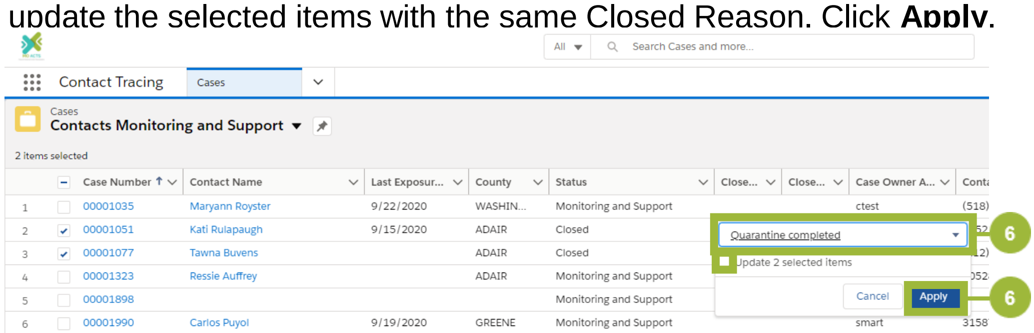
Close Contact Cases in Bulk (continued)

4. Next, under **Status** update a case to **Closed** from the dropdown, then click the checkbox for **Update selected items** to mass update every selected case status to 'Closed.'

5. Click **Apply**.



6. Lastly, choose the **Closed Reason**. Contact Tracers have the option to choose individual Closed Reasons or, similar to Step 4, you can select the checkbox to mass update the selected items with the same Closed Reason. Click **Apply**.

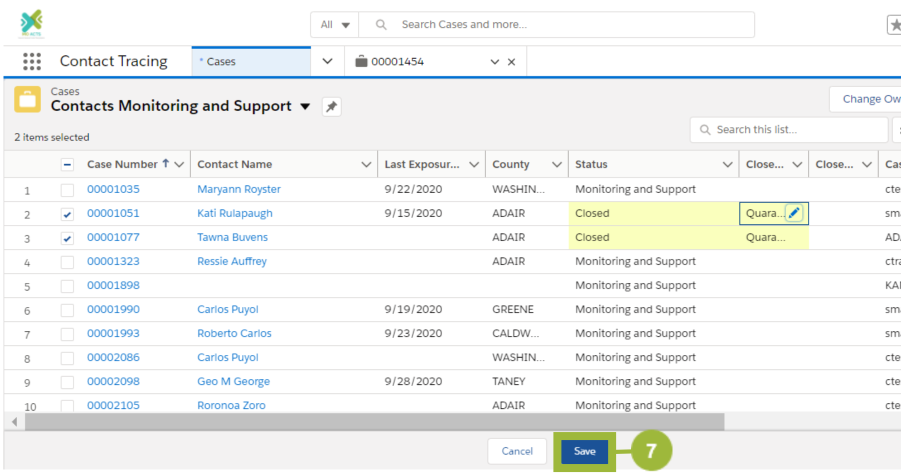


Bulk Contact Case Actions

Closing Cases in Bulk

Close Contact Cases in Bulk (continued)

7. Once all your changes are complete, click **Save**. Now, all the cases you just closed will be in the **Contacts Closed List View.**



Job Aid

How to Create New Contact Case List Views

Missouri DHSS Department of Health and Senior Services

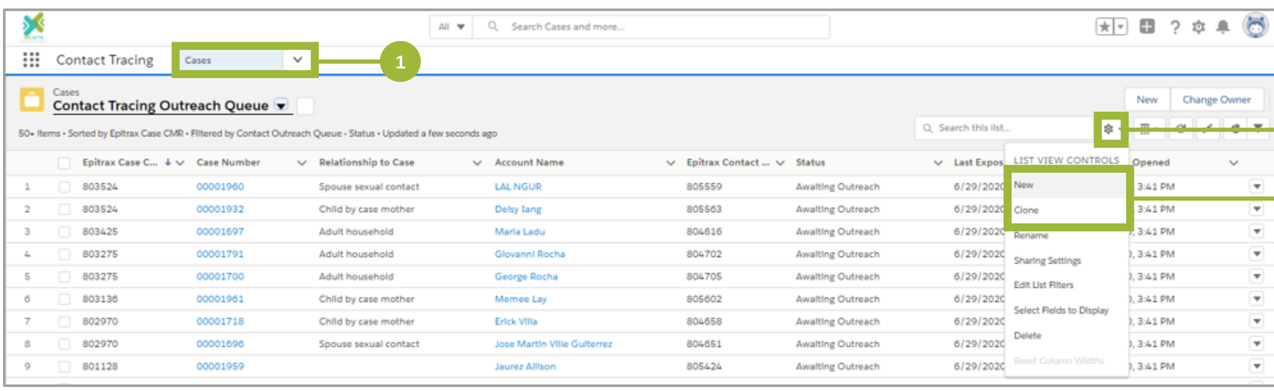
MO ACTS Missouri's Advanced Contact Tracing System

How to Create New Contact Case List Views

Create new / custom contact case list views

If the default list views do not show the fields that you personally would like to see, you have the option to create a custom list view.

1. Navigate to the **Cases** tab.
2. Click the **Settings** icon.
3. Select **New,** to create a completely new list view <u>or</u> **Clone**, to replicate an existing list view to then make updates. The Clone functionality can be the preferred way to create a new list view as it provides a starting point for a user to manipulate.



How to Create New Contact Case List Views

Create new / custom contact case list views

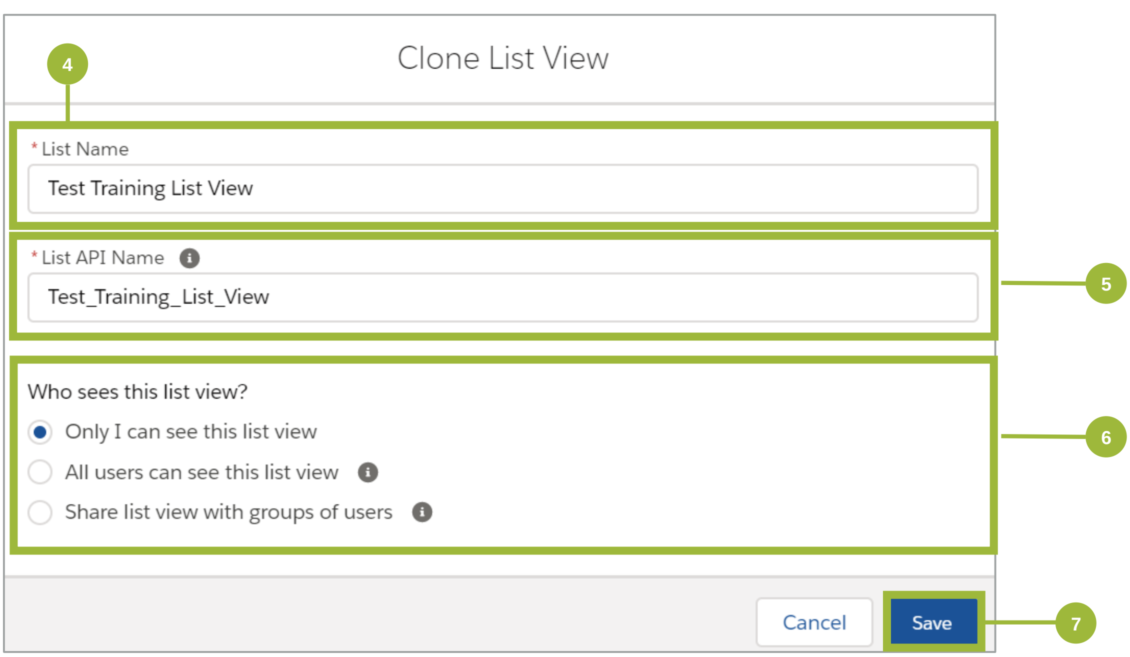
4. Enter **List Name** for the new or cloned list view.
5. Enter the **List API Name.**

Note: It must begin with a letter and use only alphanumeric characters and underscores. The name can´t end with an underscore or contain two consecutive underscores.

6. Select the **Radio button** to confirm who should be able to view this new or cloned list view.
   - **Only I can see this list view:** The new/cloned list view is visible only by you.
   - **All users can see this list view:** The new/cloned list view is visible for all MO ACTS users (not recommended).
   - **Share list view with groups of users:** The new/cloned list view is visible to specific user groups/ MO ACTS profiles.

   When creating new or cloned list views, it is best practice to keep the access to **Only I can see this list view**, and then to expand access once the view has been reviewed and confirmed. Typically, you will want to keep access to: **Only I can see this list view** OR **Share list view with groups of users**.

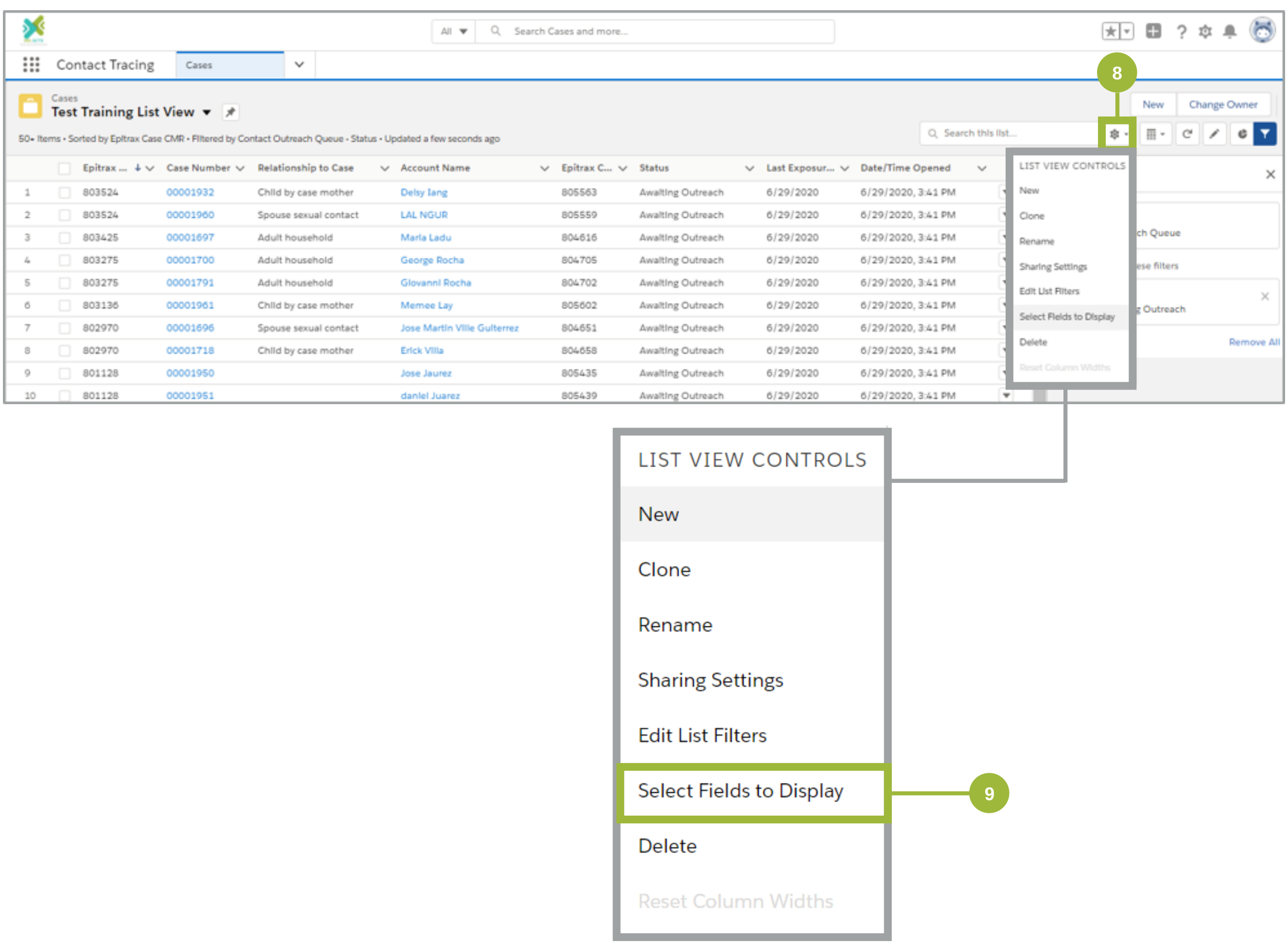
7. Click **Save**.



How to Create New Contact Case List Views

Create a new / custom contact case list views

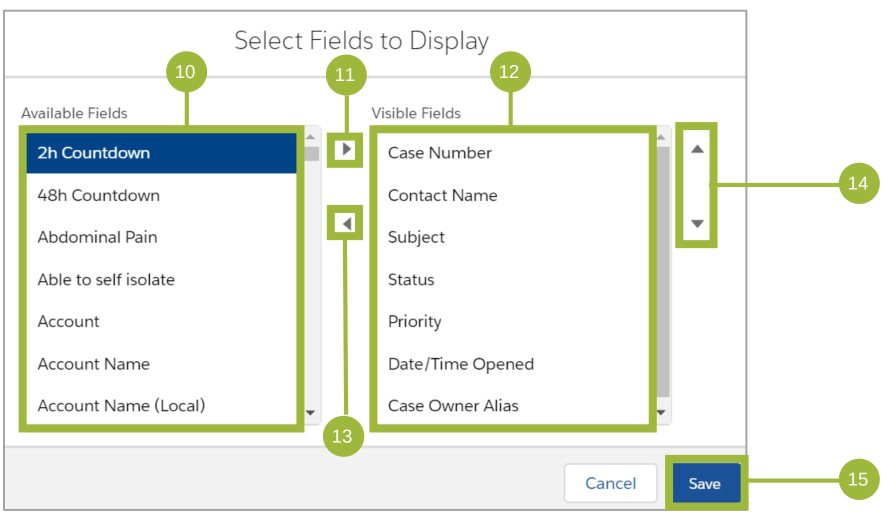
7. The new or cloned list view is displayed.
8. Click the **Settings** icon.
9. Click **Select Fields to Display** to add or remove the columns that are visible on the list view.



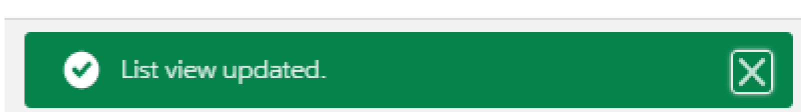
How to Create New Contact Case List Views

Create a new / custom contact case list views

10. Scroll to search and select any desired **Available Fields**.
11. Click the **Right Arrow** icon to add the selected field to the new or cloned list view.
12. Scroll to search and select any existing **Visible Fields**.
13. Click the **Left Arrow** icon to remove the selected field from the new or cloned list view.
14. Move a **field** up or down within Visible Fields. This will move the field left or right within the list view columns.
15. Once satisfied, click **Save**.



16. A message appears to indicate you have completed the changes successfully, **List view updated.**

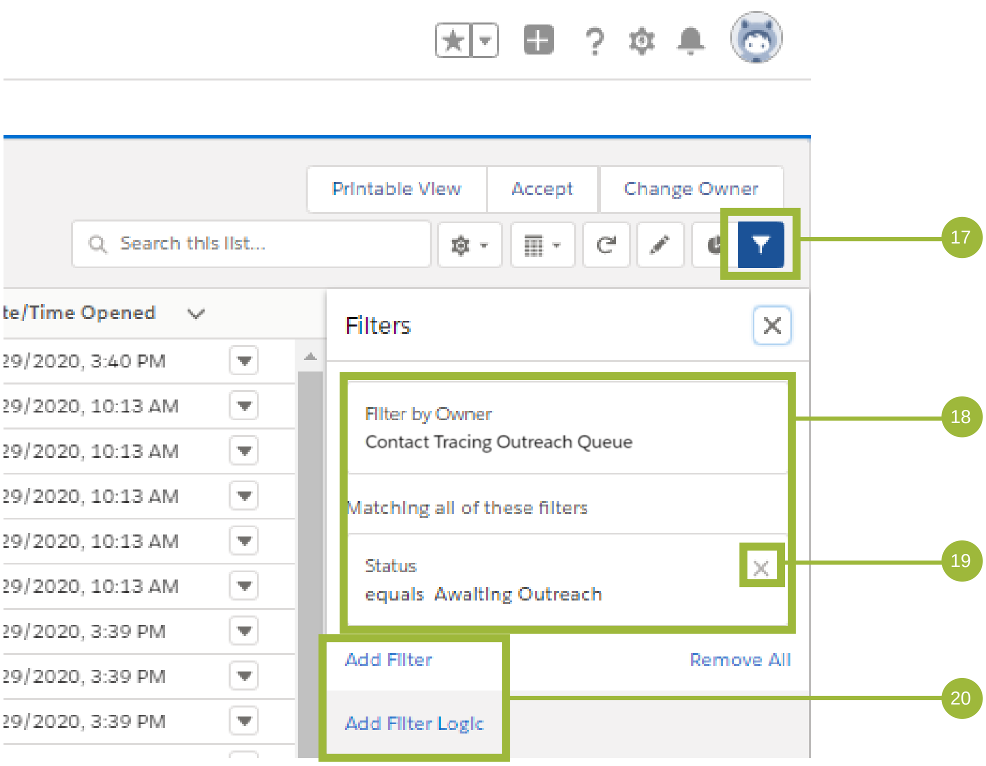


How to Create New Contact Case List Views

Create a new / custom contact case list views

You may also add or update existing Filters for the list view.

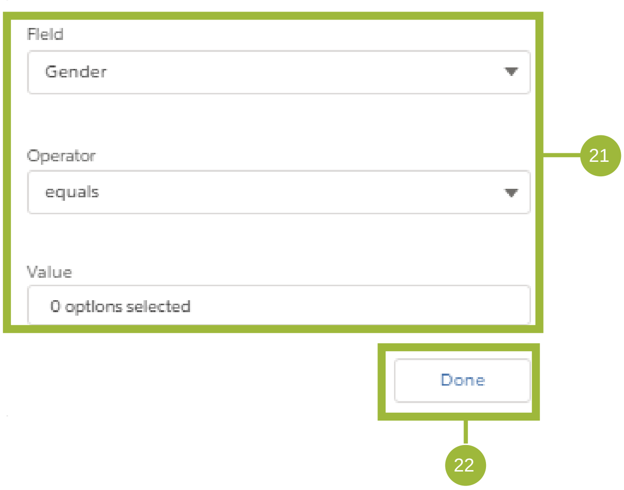
17. Click the **Filters button** to show filters. Existing filters are displayed.
18. Click any existing filter to edit or view more information.
19. Click the **X** to remove an existing filter, then click **Save**.
20. Click **Add Filter** to create a new filter or **Add Filter Logic** to create filter logic for the new or cloned list view.

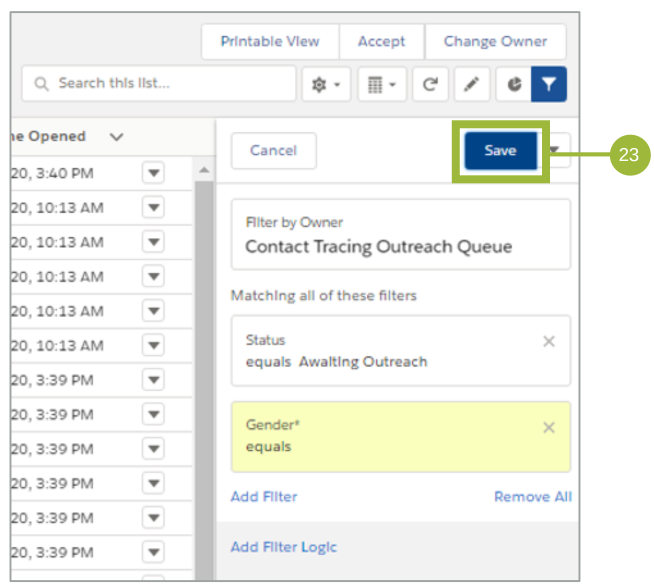


How to Create New Contact Case List Views

Create a new / custom contact case list views

21. Upon clicking Add Filter, select the **Field**, **Operating** and **Value**.
    - **Field**: Any field on the contact case may be selected.
    - **Operator**: Is the reference between the Field and Value. (e.g. in this example we wish to display all values that equal a specific Gender type).
    - **Value**: Includes the specific options available as responses for the Field. (e.g. in this case, for the Field Gender, possible values include Female, Male, Unknown)
22. Click **Done**.
23. Click **Save**.





Job Aid

How to use Contact Tracing Reports

MO ACTS

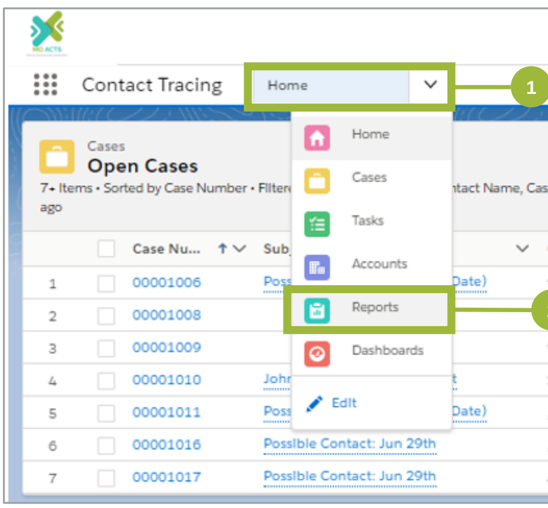
Missouri's Advanced Contact Tracing System

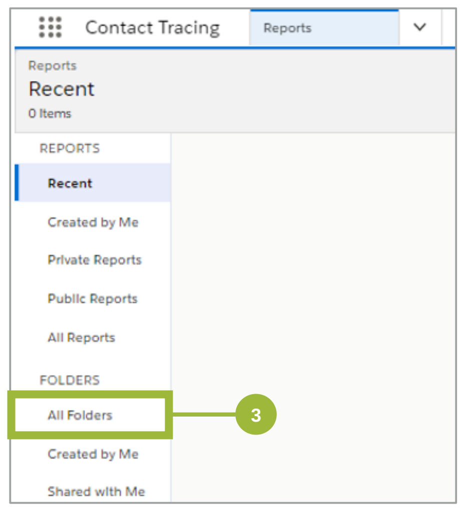
How to use Contact Tracing Reports

View contact case reports

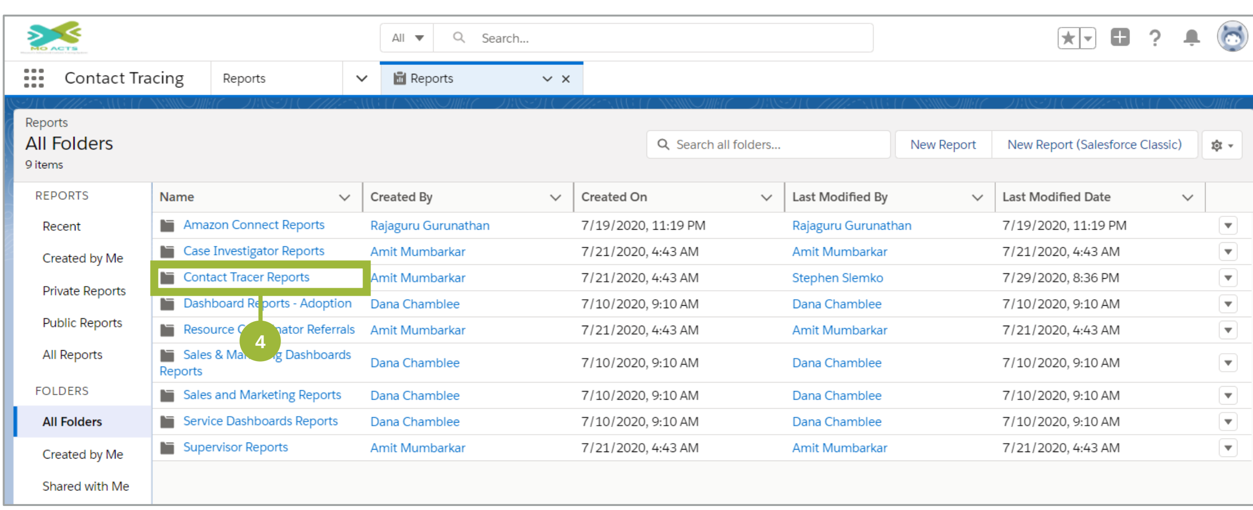
Reports are lists and summaries that allow you to aggregate and analyze your MO ACTS data in different ways. Reports are customizable, exportable to Microsoft Excel or CSV, and can be private (personal) or public. All MO ACTS users are able to use this reporting functionality and are all able to export reports.

1. Click the **Home tab.**
2. Select **Reports**.
3. Under Folders, select **All Folders.**





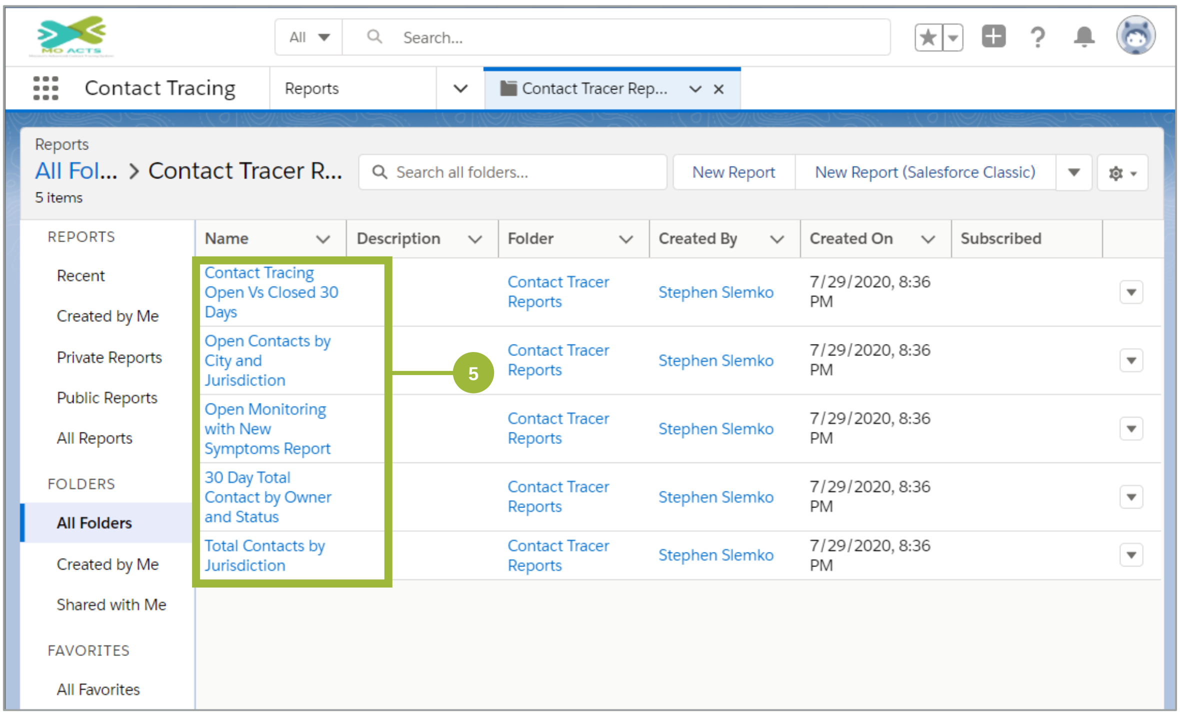
4. Click **Contact Tracer Reports**.



How to use Contact Tracing Reports

View contact case reports

5. All existing **Contact Tracer Reports** are displayed.
   Click on a **Report Name** to view the report.



Existing Contact Tracer Reports and their related descriptions:

Report	Description
Contact Tracing Open Vs Closed 30 days	Shows the total number of contact cases created in the last 30 days, split by open and closed status.
Open Contacts by City and Jurisdiction	Shows all open contact cases inside your jurisdiction, grouped by city.
Open Monitoring with New Symptoms Report	Shows all contact cases in the Monitoring status where new symptoms have been reported.
30 Day Total Contact by Owner and Status	Shows all contact cases for your jurisdiction, grouped by case owner and status.
Total Contacts by Jurisdiction	Shows all contacts for your jurisdiction and includes all statuses.

How to use Contact Tracing Reports

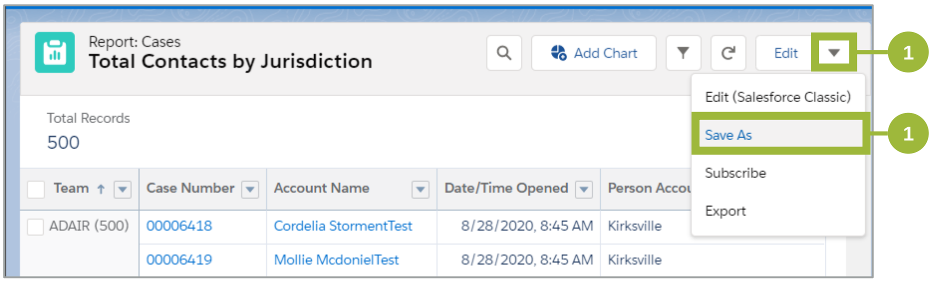
View contact case reports

Report	Description
Average Time from Contact Load to Outreach	Shows the average amount of time it takes contact cases to be successfully reached by tracers from the moment they were loaded into MO ACTS.
Average Follow-up during Quarantine/ Contact	Shows the total number of monitoring records entered by contact case as well as the average amount of monitoring records logged.
Number of Contacts Loaded into MO ACTS	Shows all contact cases loaded into MO ACTS with information on the date and time these cases were opened.
Number of Outreaches (day by day)	Shows all contact cases for your jurisdiction, grouped by case owner and status.
Number of Users Actively Using the System	Shows the number of users that have logged in in the last 14 days.

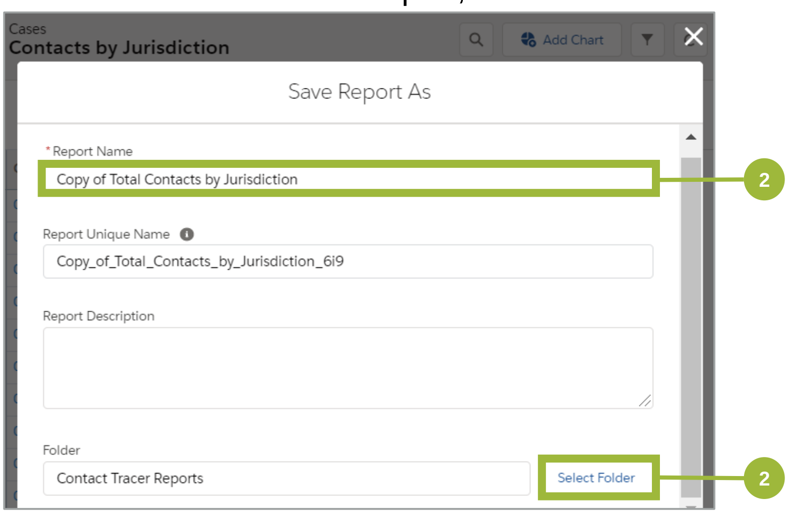
How to use Contact Tracing Reports

Create a Personal a report

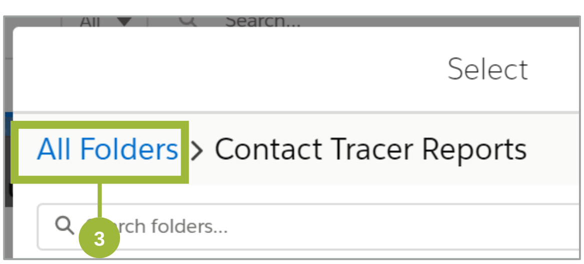
1. From the report you wish to modify, click the drop-down arrow next to **Edit** and select **Save As.**



2. Enter a name for the new report, and then click the **Select Folder** button.



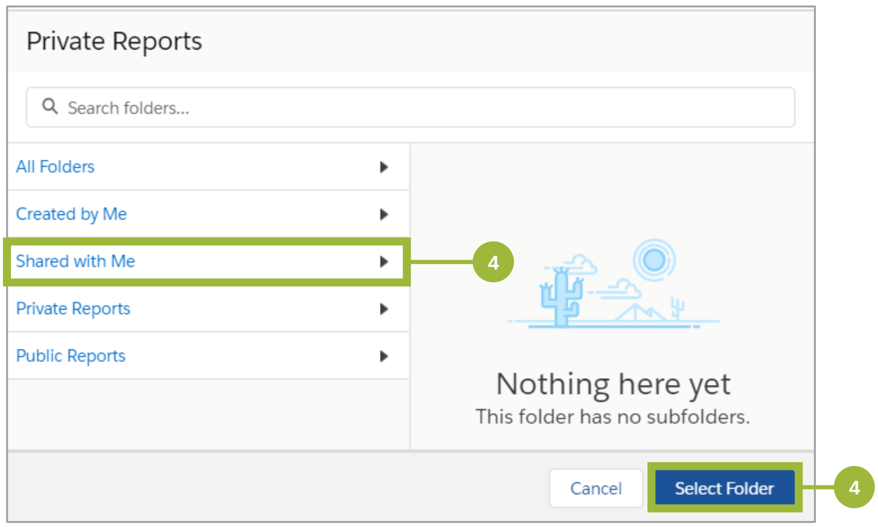
3. Click **All Folders.**



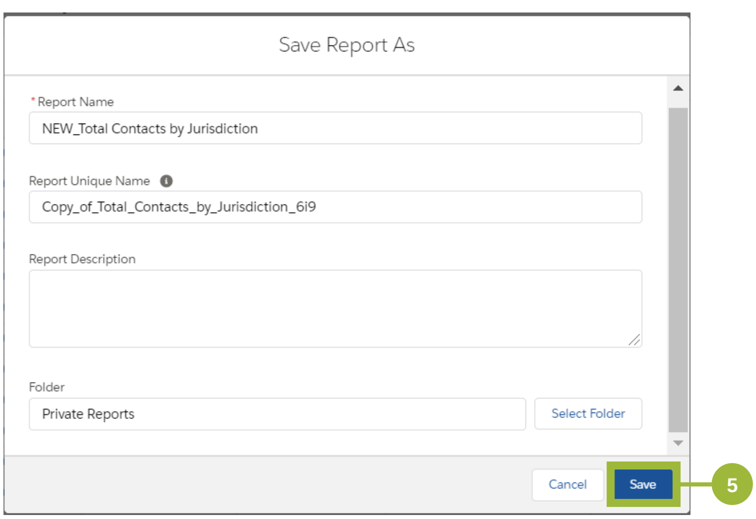
How to use Contact Tracing Reports

Create a Personal a report

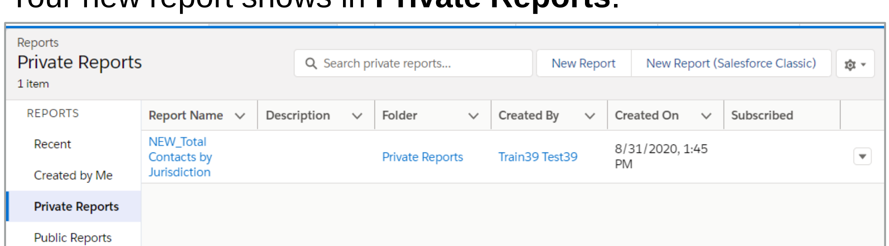
4. Select **Private Reports** and then click the **Select Folder** button.



5. Click **Save**.



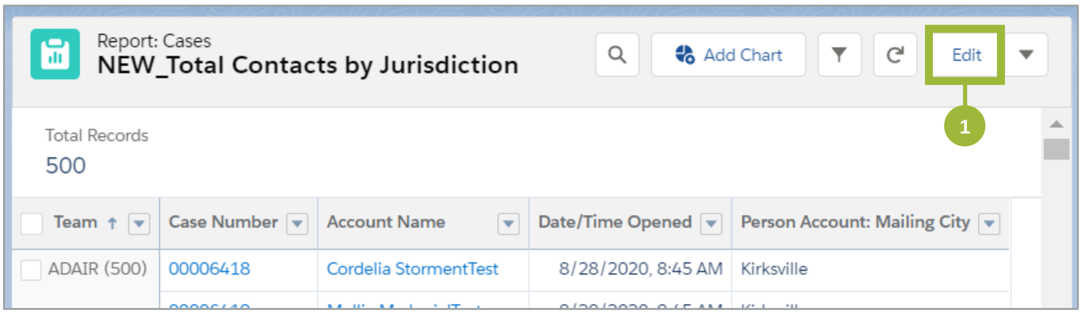
6. Your new report shows in **Private Reports**.



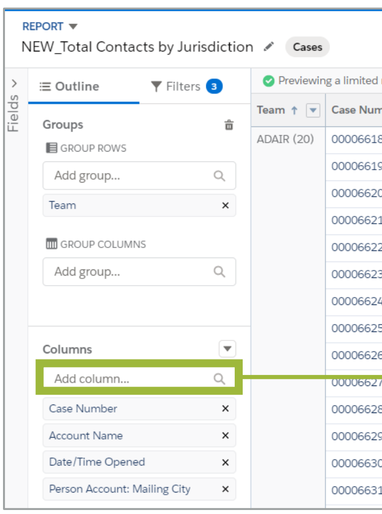
How to use Contact Tracing Reports

Modify a Private Report

1. From the private report you would like to modify, click the **Edit** button.

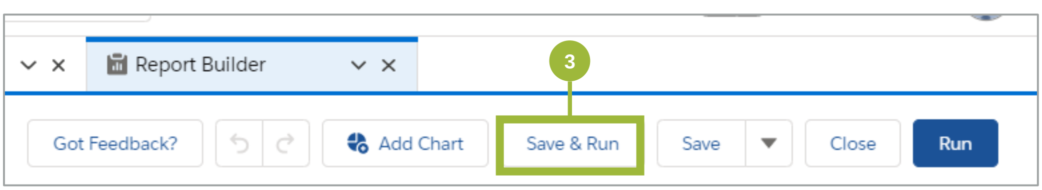


2. Use the fields to the left of the report to make your desired modifications.



E.g., Add another **column** by clicking in the **Add Column** field and selecting the **desired data element**.

3. Click **Save & Run.**

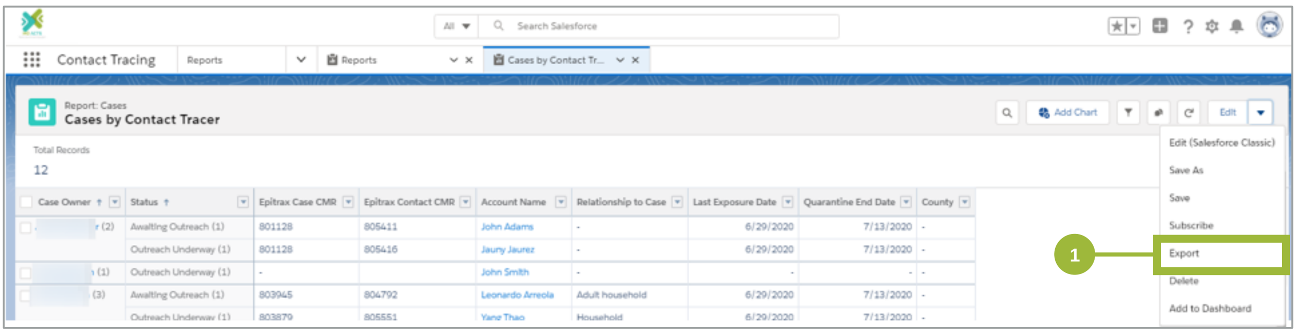


4. The updated report displays with data and the changes are saved for future use.

How to use Contact Tracer Supervisor Reports

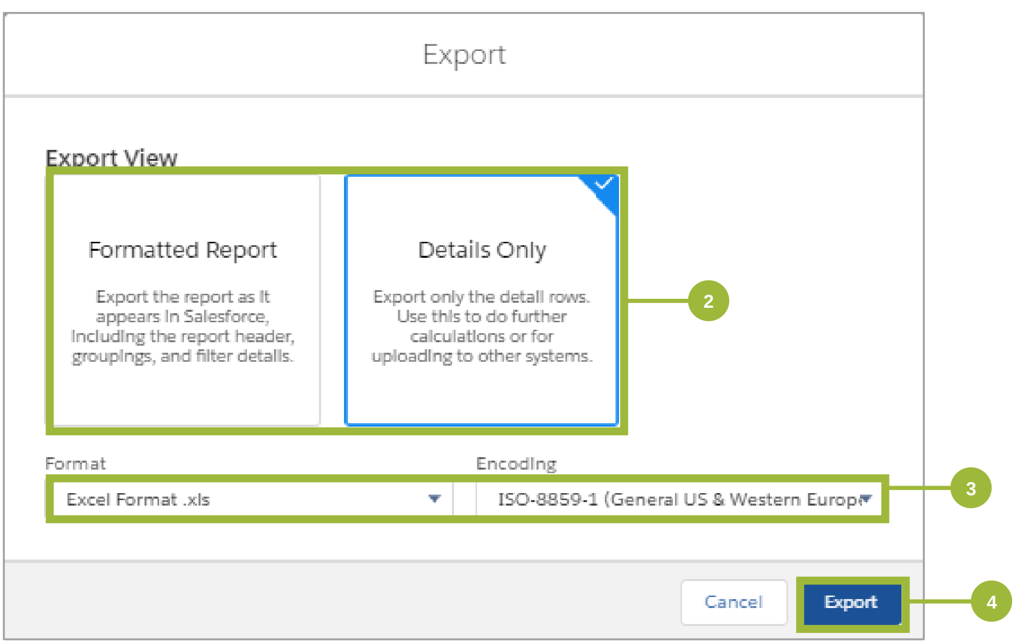
Export existing reports (to excel)

1. Within your selected report, click the **dropdown arrow** next to Edit.



2. Select your preferred **Export View**.
   - **Formatted Report:** Exports the report as it appears in MO ACTS
   - **Details Only**: Exports only the detail rows, allowing for export to Excel or other systems.

3. If selecting **Details Only**, then select **Format** (xls or csv) and **Encoding**.
4. Click **Export**.



Job Aid

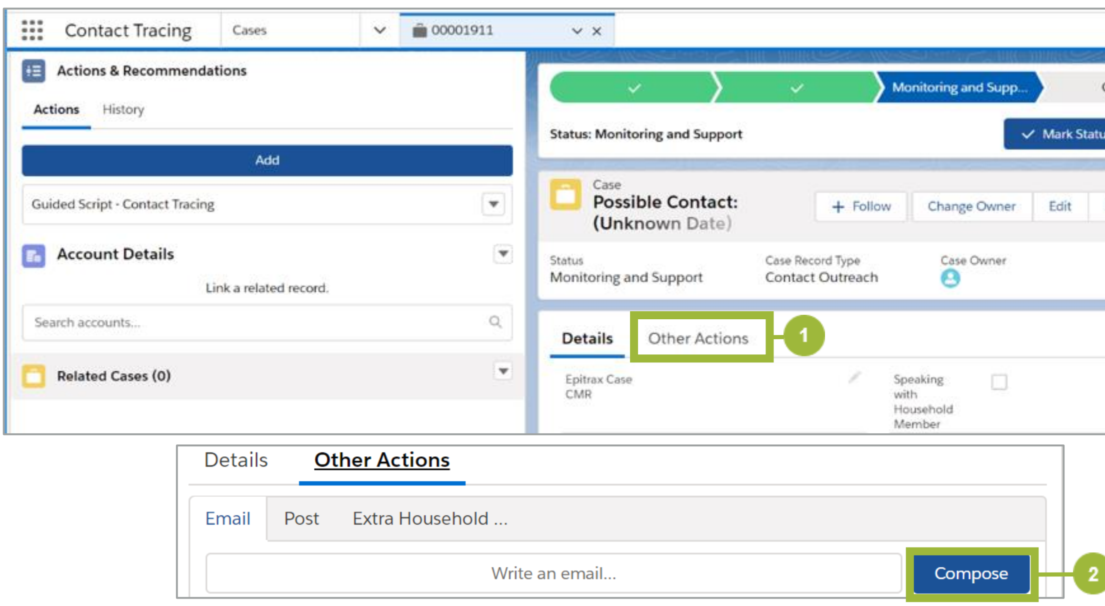
Other MO ACTS Functionalities

Other MO ACTS Functionalities

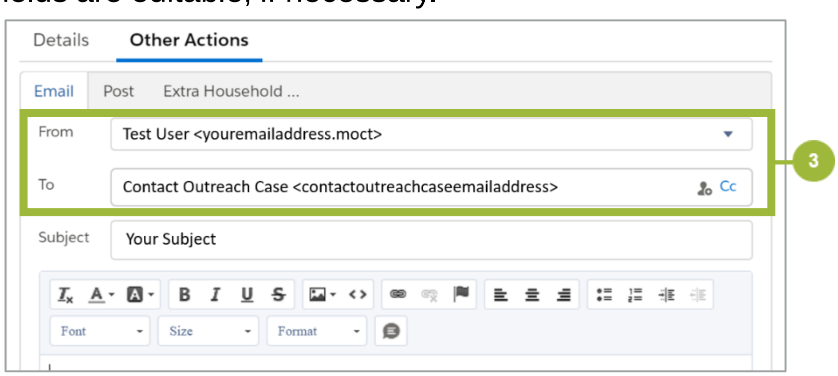
MO ACTS Email

Users can send an email to a contact after a call has successfully been completed when the Contact Case is in the Outreach Underway or Monitoring and Support statuses.

1. Navigate to the selected Contact Case tab. On the **Details** section, click the **Other Actions** tab.
2. The Email tab will open. Click on the **Compose** button.



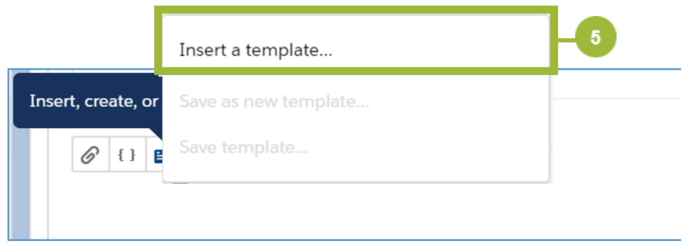
3. The Email window displays. You will see your email address defaulted in the **From** field. Also, the Contact's email address (if provided) will be pre-populated in the **To** field. These fields are editable, if necessary.



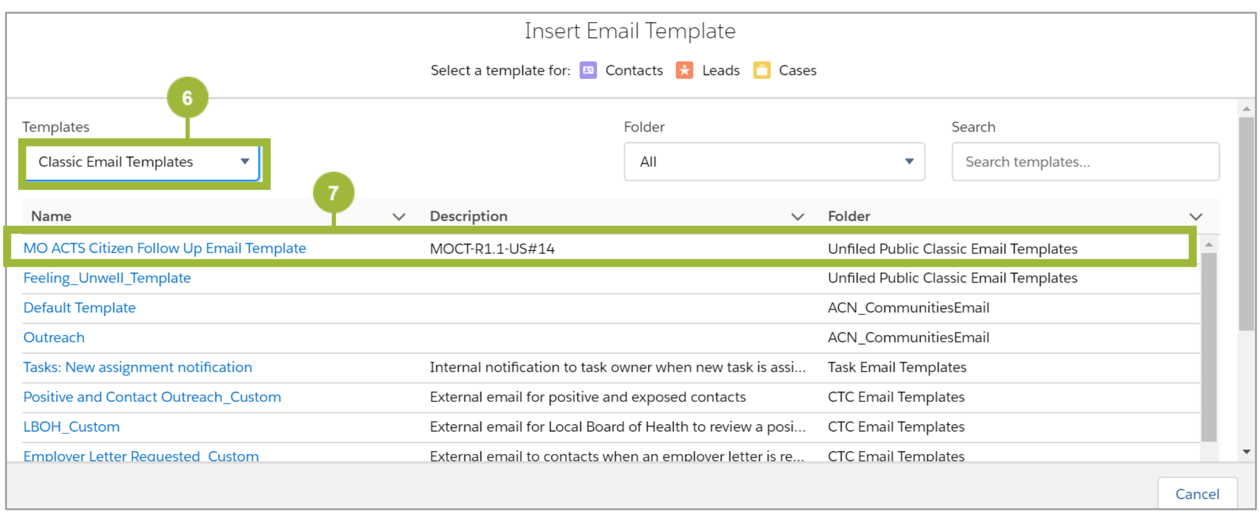
MO ACTS Email Functionality

MO ACTS Email

4. Before composing your message, scroll down and click on the **Insert, create, or update template** button.
5. Click on **Insert a template.**

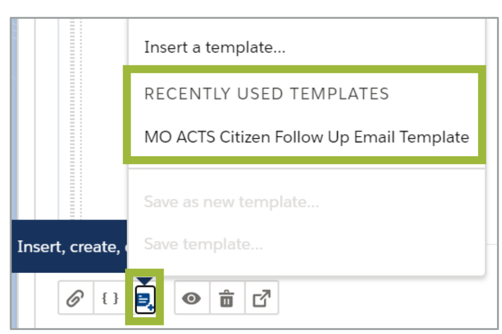


6. A new window opens. On the left, select **Classic Email Templates** category from the drop-down.
7. Select **MO ACTS Citizen Follow Up Email** template. This will render an email header and footer based on the Case Owner's jurisdiction.



NOTE:

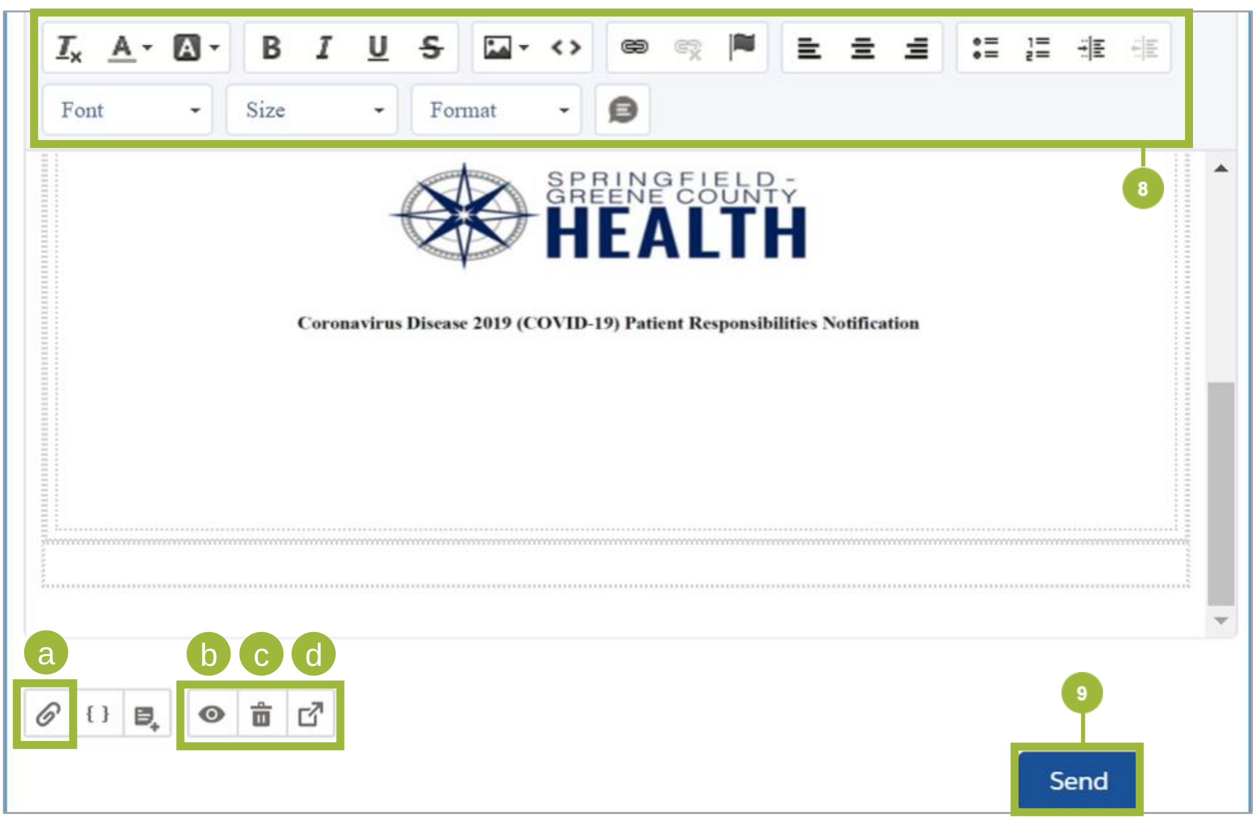
- Templates vary among jurisdictions so no pre-set body message will display.
- After selecting a template once, it will become available as a **Recently Used Template**.
  You will find it for later use when clicking on the **Insert, create or update template** icon.



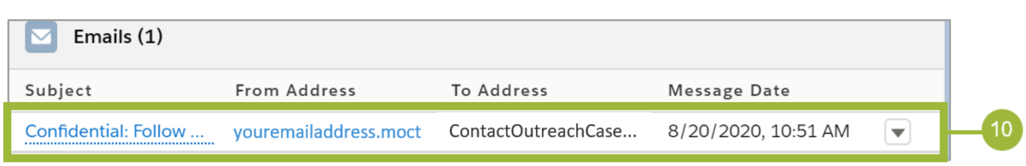
MO ACTS Email Functionality

MO ACTS Email

8. Fill in the desired content - either by typing a message, or copy-pasting one into the window. You can use the **tools bar** on top to change its format or the tools bar at the bottom to perform different actions:
   a) Attach file
   b) Preview email
   c) Clear email and revert
   d) Popout to docked view
9. Once you are satisfied with your message, click **Send**.



10. MO ACTS keeps a log of all your sent emails in the **Details** section of the Contact Case, under the **Email** category. Any replies from the contact will be routed to the **sender's inbox**.



Inbound Calling and Voicemail Functionality

Inbound Calling

Contact to a COVID-19 Cases are able to call back through the MO ACTS number and Tracers will receive these inbound calls and Contacts can leave voicemails if their call is unanswered. A voicemail will trigger the creation of a missed call task and a notification will be sent to the assigned Contact Tracer. In this section you will learn how the voicemail functionality works in a few key scenarios and how it affects the routing logic for receiving inbound calls.

The Contact to a COVID-19 Case will be calling the existing AWS number for both inbound calling and for SMS call backs (314-696-69920).

When a Contact to a COVID-19 Case calls, the call will follow routing logic based first on the case being associated to a phone number or next through the associated jurisdiction/county. Resulting from this, a missed call task will be created automatically.

There are three potential scenarios:

- **Scenario A - Phone Number is Associated to a Case and Assigned to a Contact Tracer**: The call will route to the Contact Tracer assigned to the Contact to COVID-19 case and if they are unavailable, a missed call task along with a voicemail will be created automatically and appended to that case. A missed call notification will appear for the Contact Tracer on the notification bell.

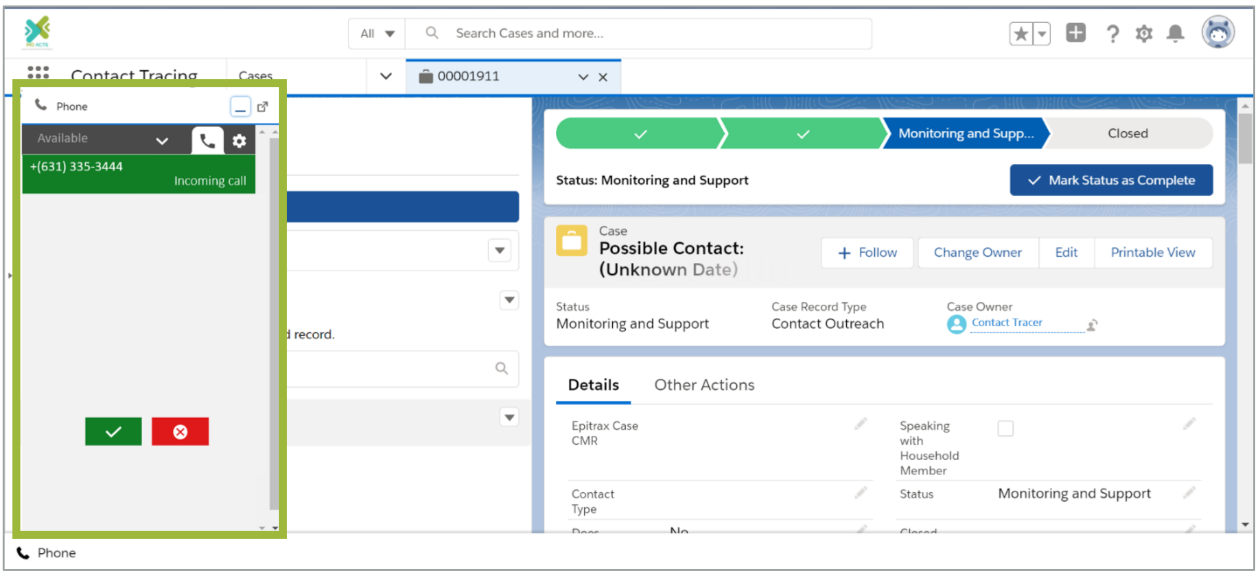
- **Scenario B - Phone Number is Associated with a Jurisdiction**: The call will route to the associated LPHA queue. The contact will then hear hold music for 30 seconds and if no Contact Tracer within the LPHA queue is available to answer, the contact can leave a voicemail and a missed call task will be created automatically and appended to that case. A missed call notification will appear for the Account owner on the notification bell.

- **Scenario C - Phone Number has No Associated Jurisdiction**: The Call will route to the Administration queue. The contact will then hear hold music for 30 seconds and if no Contact Tracer within the Administration queue (DHSS) is available to answer, the contact can leave a voicemail and a missed call task will be created automatically and appended to that case. A missed call notification will appear for the Account owner on the notification bell.

Inbound Calling and Voicemail Functionality

Inbound Calling

Upon the contact tracer receiving an inbound call, the Contact Tracer’s Amazon Connect softphone will automatically pop-up and show a screen similar to the one below if their status is set to available.



NOTE:

- The phone number of the Contact to a COVID-19 Case of the incoming call will be displayed on top of the Amazon Connect screen.
- You will also find buttons to **Accept** or **Decline** the incoming call.

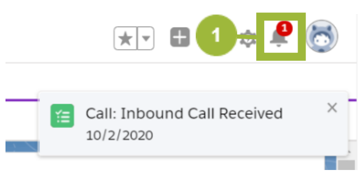
Inbound Calling and Voicemail Functionality

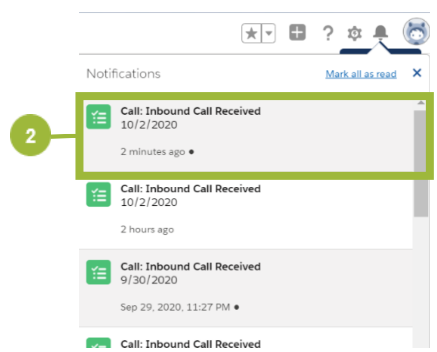
Missed Call Notification & Voicemail

Contact Tracer: Receiving a Missed Call Notification and Listening to the Voicemail

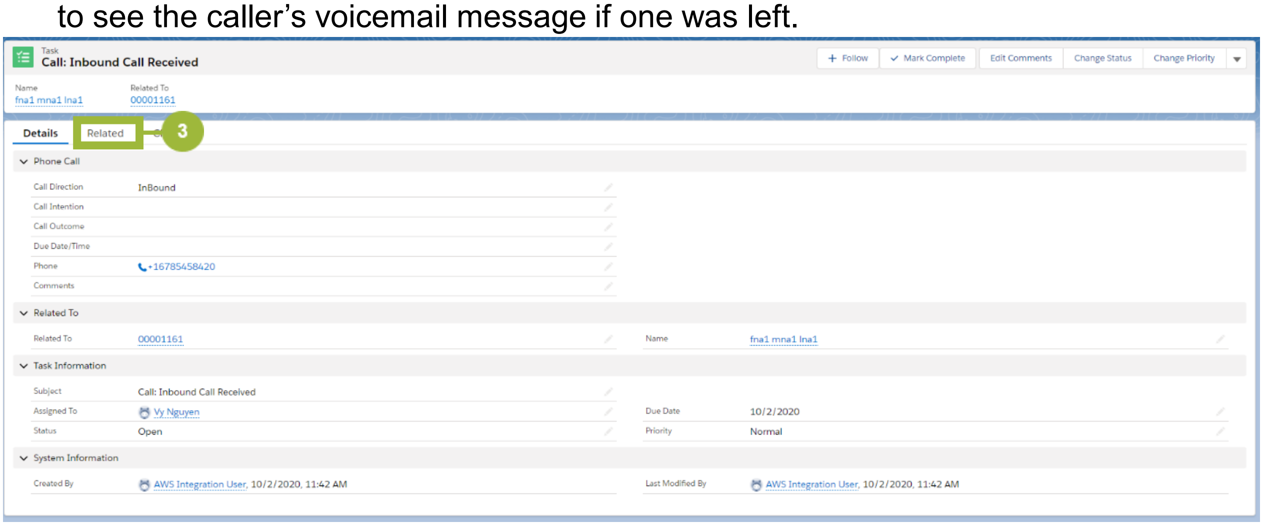
Below are the steps recognizing when you have missed a call and how to access the missed call task and associated voicemail.

1. From any screen on MO ACTS, a Contact Tracer will be able to see that they have a missed call notification through the Notification Bell at the top right of the MO ACTS screen. You can also check the Today's Tasks section from the Home Screen.
2. When you click the bell, a drop down will appear, showing you that you have a missed call. This notification will be titled Call: Inbound Call Received. Click the notification.





3. Click on the notification. From here, a new window will open showing you the Details tab of the missed call task. Next, click the Related tab. Here you will be able to see the caller's voicemail message if one was left.

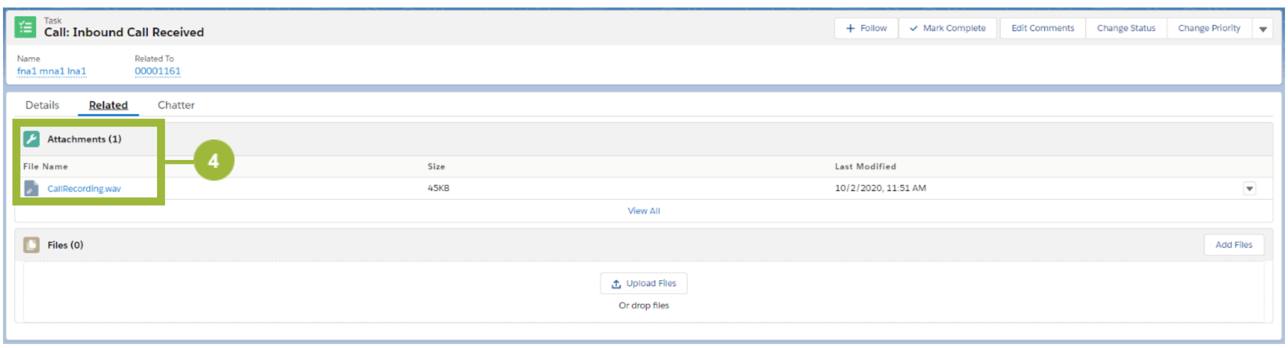


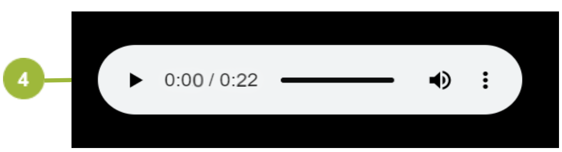
Inbound Calling and Voicemail Functionality

Missed Call Notification & Voicemail

Contact Tracer: Receiving a Missed Call Notification and Listening to the Voicemail

4. Click Attachments to find the link to the voicemail recording. When you click the voicemail, it will open a new window in your internet browser so that you can listen to it.





Account Owner of an LPHA or Administration Queue: Receiving a Missed Call Notification, Listening to the Voicemail, and Reassigning the Case

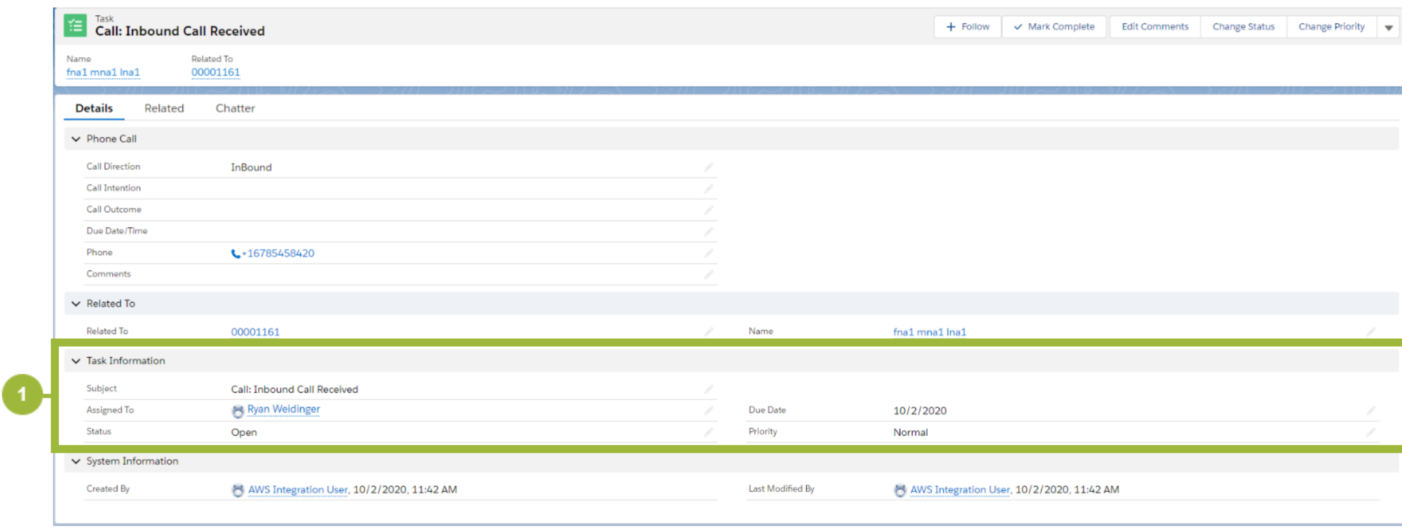
When a Contact to a COVID-19 case calls from a phone number that is not yet associated with a Contact Tracer, their call will be routed to either the appropriate queue (jurisdiction or Admin) and if the call goes unanswered, a missed call task will be created and the queue Account owner (jurisdiction or Admin) will receive a notification. The Account Owner can then either act on the missed call or choose to reassign the case to another Contact Tracer. For an Account owner to view the notification and listen to a voicemail, please replicate the steps above. If reassigning the case to a Contact Tracer, please follow the steps below:

Inbound Calling and Voicemail Functionality

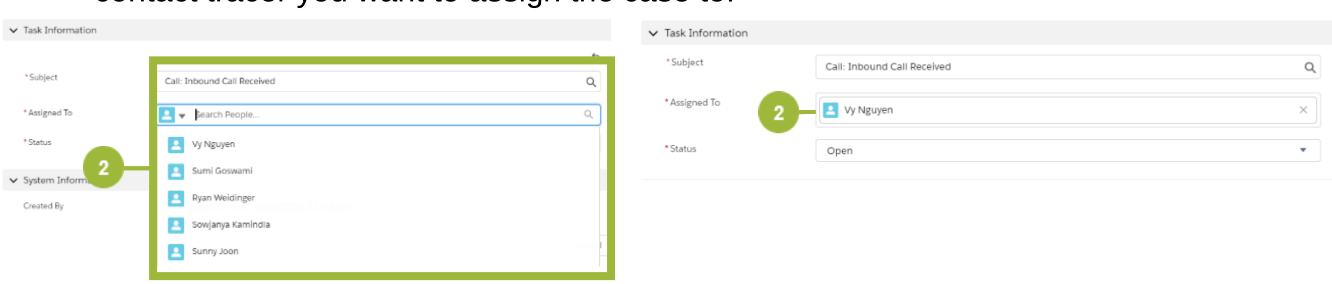
Missed Call Notification & Voicemail

Account Owner of an LPHA or Administration Queue: Receiving a Missed Call Notification, Listening to the Voicemail, and Reassigning the Case

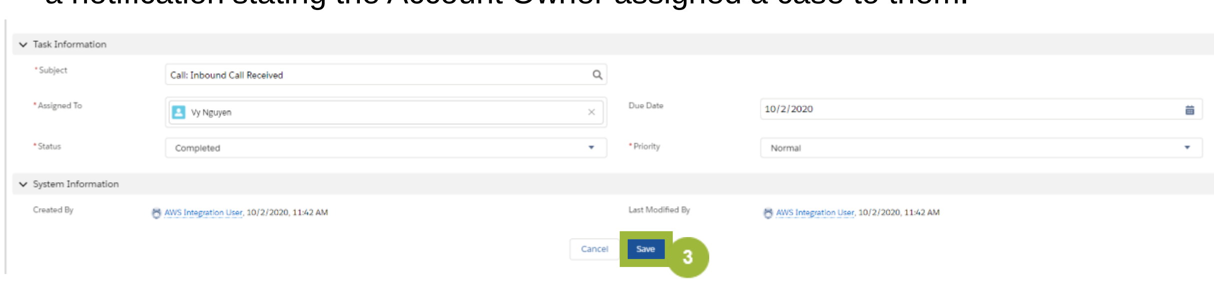
1. Click Attachments to find the link to the voicemail recording. When you click the voicemail, it will open a new window in your internet browser so that you can listen to it.



2. Click on the pencil icon to edit the **Assigned To** field and search the name of the contact tracer you want to assign the case to.



3. Click **Save**. The case will now be assigned to a Contact Tracer and they will receive a notification stating the Account Owner assigned a case to them.



Looking for help?

Contact the MO ACTS Helpdesk with questions:
Telephone: (573) 526-9533
Email: MOACTS@health.mo.gov
Hours: 8:00 am – 8:00 pm, Monday - Friday

Missouri DHSS Department of Health and Senior Services

MO ACTS Missouri's Advanced Contact Tracing System